

NIH Help Desk Monthly Summary Report

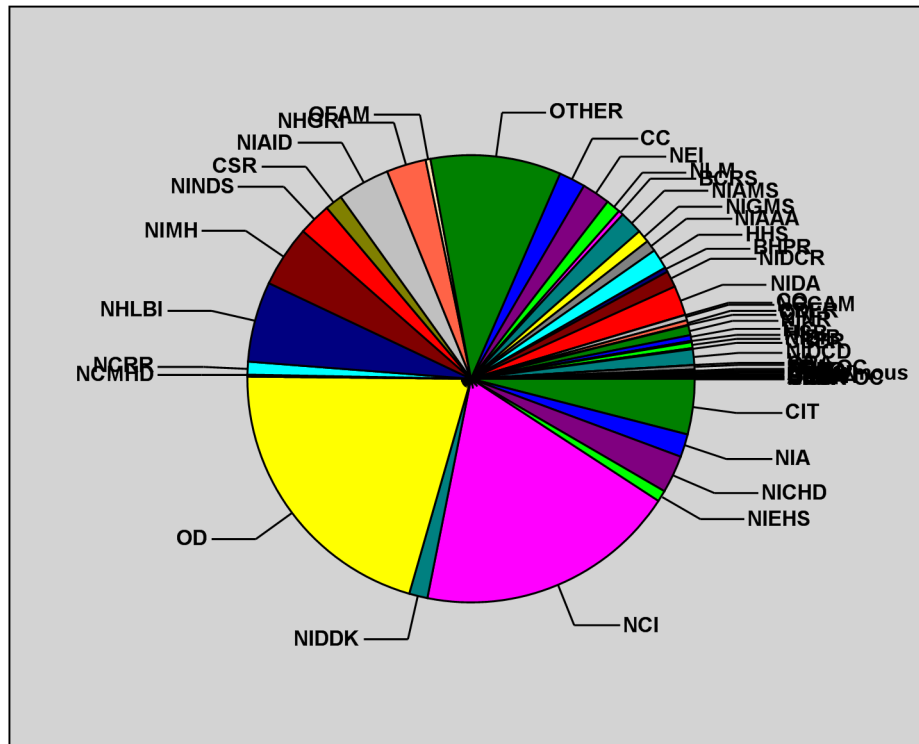
For the period: Sunday, February 01, 2009 12:00:00 AM to Saturday, February 28, 2009 11:59:59 PM

[Tickets by Category Summary](#), [Source Summary](#), [Tickets Closed and Unresolved](#).



Snapshot Date: 3/1/2009 6:46:06 AM

Tickets by IC



Anonymous	0.14 %
AoA	0.01 %
BCRS	0.36 %
BHPR	0.33 %
CBER	0.08 %
CC	1.91 %
CDER	0.34 %
CDRH	0.07 %
CFSAN	0.03 %
CIT	4.01 %
CQ	0.02 %
CSR	1.26 %
CVM	0.01 %
FDA-OC	0.10 %
FIC	0.41 %
HHS	1.44 %
HRSA-OC	0.00 %
HSB	0.10 %
NCCAM	0.39 %
NCI	18.93 %
NCMHD	0.14 %
NCRR	0.93 %
NEI	2.03 %
NHGRI	2.86 %
NHLBI	5.81 %
NIA	1.66 %
NIAAA	0.82 %

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NIAID	3.78 %
NIAMS	1.68 %
NIBIB	0.42 %
NICHD	2.72 %
NIDA	2.14 %
NIDCD	1.13 %
NIDCR	1.18 %
NIDDK	1.33 %
NIEHS	0.82 %
NIGMS	0.91 %
NIMH	4.44 %
NINDS	2.37 %
NINR	0.71 %
NLM	1.05 %
OD	20.70 %
OFAM	0.35 %
OFM	0.04 %
OFPO	0.01 %
OHIT	0.02 %
OIM	0.02 %
OL	0.00 %
OM	0.04 %
OMH	0.00 %
OPE	0.01 %
OPR	0.07 %
ORA	0.32 %
ORHP	0.02 %
OTHER	9.43 %
Region	0.10 %

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Tickets by Category Summary, Source Summary, Tickets Closed and Unresolved.

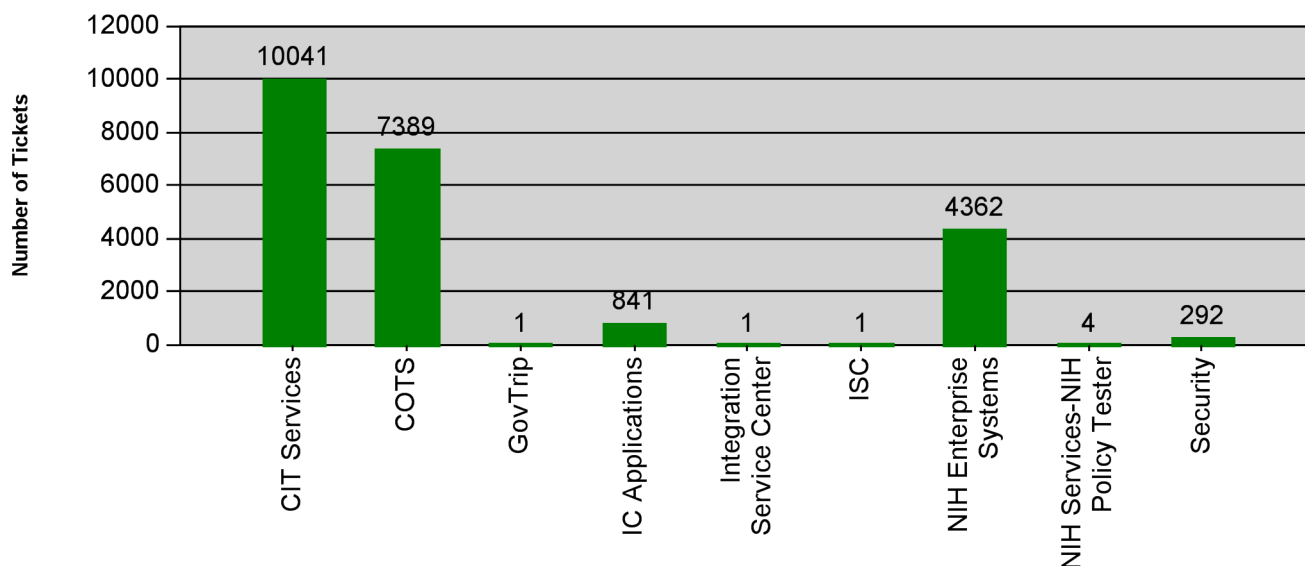


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VA

0.01 %

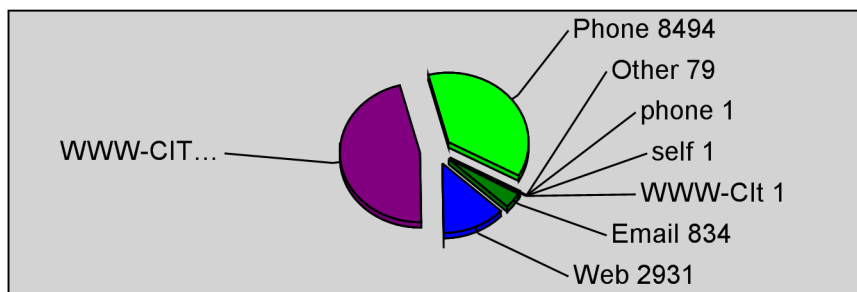
Category Summary



Categories have been grouped to simplify the presentation of the data. See the last page for a breakdown of the category groups.

Total Tickets: 22932

Ticket Sources



Email	3.64 %
Other	0.34 %
Phone	37.04 %
self	0.00 %
Web	12.78 %
WWW-CIT	46.19 %
Total:	100.00 %

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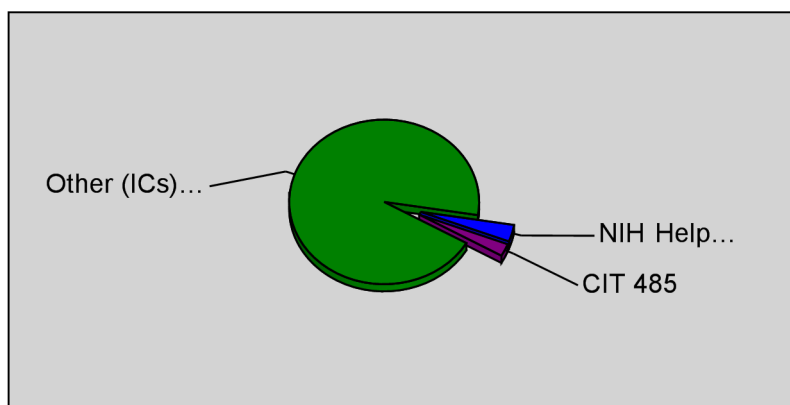


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Total Tickets Closed: 19708

*Note - includes closed no response

Tickets Closed

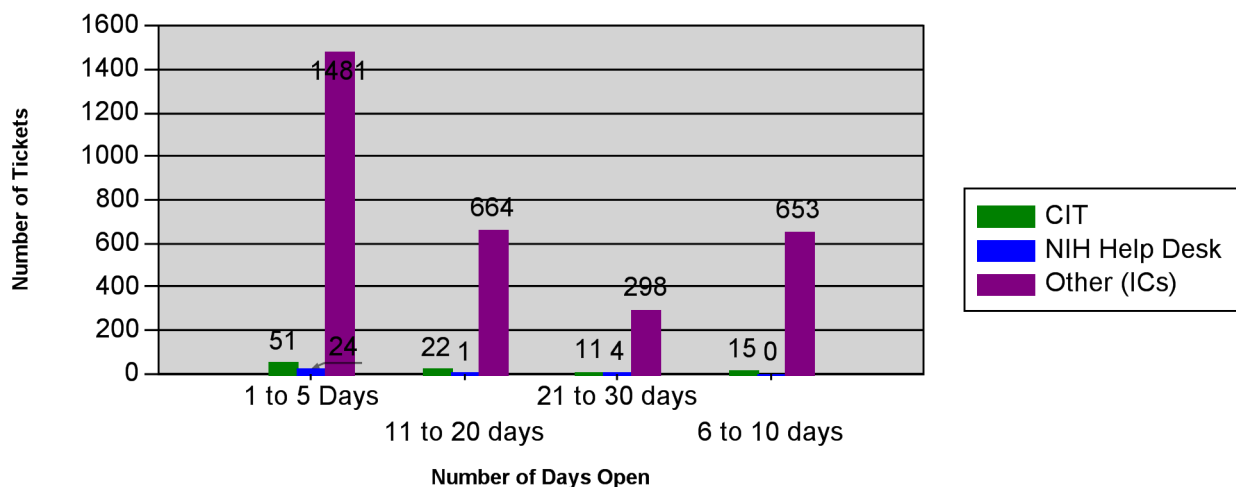


CIT	485	2.46 %
NIH Help Desk	651	3.30 %
Other (ICs)	18572	94.24 %
Total:	19708	100.00 %

Total Tickets Unresolved: 3224

Note:

Tickets Unresolved



Tickets assigned to the NIH Help Desk, other CIT divisions and Other (ICs). These tickets were Opened within the selected period and are still Open as of the Snapshot Date.

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Detailed Breakdown of Category Summary

CIT Services	10041
Accounts	4462
ASR	5
Back Office Support	1107
CIT Categories	102
CIT Categories Aspect	2
CIT Categories Remedy	39
CIT Categories-Aspect	2
CIT Categories-General Information	2
Conference Room Support-Equipment Setup	213
Conference Room Support-Monitor Conference	2
Conference Room Support-Reserve	19
Connectivity	538
Email	1460
General Information	750
Hardware-Phones	1
Helix Support	17
iSDP/Software Distribution	7
NECS	1
NIHnet	193
OS/390	14
Project Work	2
Pubs	1
Telecommunications	292
Training	21
Unix Support	12
Video	83
Wireless Services	694

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COTS	7389
Application Support	3471
Hardware	3918
GovTrip	1
GovTrip	1
IC Applications	841
CC Clinical Applications	69
CC Clinical Applications-ATV	24
CC Technical Operations	40
E-Grants	6
Local LAN	483
OIT Categories	1
Web Site Issue (non-CIT)	218
Integration Service Center	1
Integration Service Center	1
ISC	1
ISC	1
NIH Enterprise Systems	4362
ADB	313
Capital HR Func App Suppt	22
Capital HR Interface	3
Capital HR Non-App Specific	2
Capital HR Security	10
Capital HR Technical	3
Capital HR User Error	2
eRA-COMMONS	1050
eRA-DB	25
eRA-External	701
eRA-Grants Management	46

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eRA-IMPAC II	64
eRA-Infrastructure	54
eRA-Partnership Issues	5
eRA-Referral and Review	65
eRA-Reporting	16
eRA-Software BA	6
eRA-Training	2
eRA-UAT	11
GovTrip User Call	24
ITAS	382
NBS Enhancement	1
NBS-Sandbox	5
NBS-User Call	889
NED	351
NIH Data Warehouse	39
NIH Services	228
NIH Services-NEES	8
NVision	35
NIH Services-NIH Policy Tester	4
NIH Services-NIH Policy Tester	4
Security	292
Anti Virus SW	20
Security	272
Grand Total:	22932